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ABSTRACT

This document offers "how-to" advice to high school students on how to find and keep a job. The booklet discusses collecting personal information, writing a resume, providing references to potential employers, completing a job application, writing a letter of application, interviewing for a job, possible questions during an interview, possible reasons for not getting hired, ways to find jobs, what to say when phoning about a job, how to talk with workers to find out what jobs might be desirable, what one must know when starting a new job, and performance reviews. (CML)

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JOB HANDBOOK

Suggestions To Help You Find & Keep A Job

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JOB HANDBOOK

Suggestions to Help You Find and Keep a Job

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6010

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Collecting Personal Information

"Hi, I'm Maria Ortiz and this is Jeff Jennings!

We're students at Anytown High School and we're going to help you use this book. We want part-time jobs for spending money and to get some work experience, probably just like you. Look for our tips as you read!"

First, you'll need to start collecting some personal information about yourself. You can put this information on a 3 x 5 card which can be folded and carried in your wallet. It will help you fill out job applications and answer questions about yourself during job interviews.

"Make a card for yourself like the one on the next page." ➡

Your Personal Facts Card

Maria Ortiz
113 Oak Street
Anytown, USA 23401

(428) 555-0101
Social Security #
055 55 5555

REFERENCES

1. John Rodriquez, 121 Main Street, Anytown, USA 23401 (428)555-5151
2. Mrs. Ruth Sanders, 44 E. Sycamore, Anytown, USA 23401 (428)555-0123
3. Ina Lopez, 162 Portland Drive, Anytown, USA 23401 (428)555-3739

List 3 people, not related to you, who can say something good about you. *(Read page 6 of this booklet for information about references.)*

EDUCATION

Anytown High School, 9-86 to Present

WORK EXPERIENCE

1. 6-87 to Present, Burger King, 42 S. Vine, Anytown, USA 23401 (428)555-1111
   Fry Cook, $3.75/hour
2. 9-86 to 6-87, Mr. Ken Paul, Anytown High School, Anytown USA 23401 (428)555-0709
   Volunteer Teacher's Aide
3. 6-86 to 9-86, Mrs. Ann Roen, 163 Hatch Road, Anytown, USA 23401 (428)555-1177
   Summer Child Care $3.35/hour

Give correctly spelled names, current addresses and phone numbers of people you worked for, paid or unpaid.

Writing Your Resume´

"No kidding, you'll probably need one of these..."

A Personal Information Sheet or Resume´ will help you get a job!

It's like the 3 x 5 card you just completed, except it gives more information about your education, past work and personal history. It will help you complete a job application and can also help employers judge your qualifications for a job.

"Look at the resume´ Jeff made on the next page. You can use it as an example when you write one for yourself."

RESUME:

NAME	Jeff Jennings
ADDRESS	1301 Sunnyside Anytown, USA 23401
TELEPHONE	(428) 555-5333
OBJECTIVE	I am seeking a part-time job, starting August, 1988, which will prepare me for a career in auto mechanics.
WORK EXPERIENCE	January, 1987 - May, 1988 Dutch Treat Drive-In 222 Holly, Anytown, USA 23401 Prepared all items on the menu; performed general clean-up duties; operated a cash register and waited on customers June, 1986 - January, 1987 Self-employed-general yard work Mowed and edged lawns; watered, sprayed, planted, and pruned shrubs and trees
VOLUNTEER WORK EXPERIENCE	March, 1987 Dennis Williams 2113 Mandella, Anytown, USA 23401 Dug irrigation trenches, dug post holes, strung wire fencing, helped repair barn November, 1986 Dutch Treat Drive-In 222 Holly, Anytown, USA 23401 Assisted owner in moving to a new location
SKILLS	Have good attendance at school and at work; am always prompt; have supervised workers and work well as part of a team; am able to take directions; can use a variety of tools; have experience repairing some small engines and automobiles; good basic skills (reading, math); and take pride in doing a good job
EDUCATION	September, 1987 - Present Attending Anytown High School, Anytown, USA 23401
INTERESTS	Enjoy hiking, camping, fishing, automobile and small engine repair
NOTE	References are included

References

Employers will want to find out what kind of a worker you are. They will ask you for references–the names of at least three people you are <u>not</u> related to and who have known you for at least one year. There are two types of references:

- **Employer References**–people you have worked for. Some employers ask for references of people you have worked for, paid or not.
- **Personal References**–people you have not worked for. Some employers expect you to give them the names of people you have not worked for because they want to find out if you're honest and have good character. Neighbors and parents of your friends make great personal references. Your teachers do too! It is a good idea to ask permission before you use someone as a reference.

my neighbor →

Mr. Dan Cochran, Owner
Mid Valley Pipe Company
135 Helen Way
Anytown, USA 23401
(428) 555-0004

my teacher →

Mrs. Julie Comino, Teacher
Anytown High School
P.O.Box 5555
Anytown, USA 23401
(428) 555-6109

my Mom's friend →

Mrs. Kathy Segura, Homemaker
125 River Road
Anytown, USA 23401
(428) 555-7601

"Attach your list of references to your Resume" as a second page.

"Selling Yourself" On a Job Application

You must make a good impression every time you fill out a job application! Here's how to do it:

- ☐ Follow instructions carefully.
- ☐ Answer every question.
- ☐ Find out what all abbreviations mean.
- ☐ Spell everything correctly.
- ☐ Use ink, black or blue only.
- ☐ Read everything before filling in the blanks.
- ☐ Carry your 3 x 5 personal fact card with you.
- ☐ Be neat! Print when it says to, don't cross out words or smudge the application.

"There's an application on the next page that I filled out. Use it as an example when you fill one out." ➡

APPLICATION FOR EMPLOYMENT

PERSONAL INFORMATION DATE 6-9-88 SOCIAL SECURITY# 055 55 5555

NAME Ortiz (LAST) Maria (FIRST) M (MIDDLE)

ADDRESS 113 Oak (STREET) Anytown (CITY) USA 23401 (STATE ZIP)

PHONE # (423) 555-0101

IF RELATED TO ANYONE IN OUR EMPLOY STATE NAME & DEPARTMENT — REFERRED BY —

EMPLOYMENT DESIRED

POSITION Fry Cook DATE YOU CAN START 6-9-88 SALARY DESIRED $4.25/hr.

ARE YOU EMPLOYED NOW? no MAY WE INQUIRE OF YOUR PRESENT EMPLOYER?

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE? no WHERE? WHEN?

EDUCATION	NAME AND LOCATION OF SCHOOL	YEARS ATTENDED	DATE GRADUATED	SUBJECTS STUDIED
GRAMMAR SCHOOL	Anytown Elementary 72 E. Peach Street Anytown, USA 23401	1977-1986	6/86	General Studies
HIGH SCHOOL	Anytown High School Anytown, U.S.A 23401	1986 -	-	General Studies
COLLEGE				
OTHER TRADE, BUSINESS OR CORRESPONDENCE SCHOOL				

SUBJECTS OF SPECIAL STUDY OR RESEARCH WORK: General business, math, home economics (cooking)

WHAT FOREIGN LANGUAGES DO YOU SPEAK FLUENTLY? Spanish

READ yes WRITE yes

ACTIVITIES: School, Civic, Athletic, etc. Women's City League Baseball, Future Business Leaders of America

(Continued on other side)

FORMER EMPLOYERS (LIST BELOW LAST FOUR EMPLOYERS, LAST ONE FIRST)

DATE MONTH & YEAR	NAME AND ADDRESS OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
6-87 To Present	Burger King 42 S. Vine Anytown, U.S.A. 23401	$3.75 per hour	Fry Cook	—
9-86 6-87	Mr. Ken Paul Anytown High School Anytown, U.S.A. 23401	—	Teacher's Aide	during school year only
6-86 9-86	Mrs. Ann Roen 163 Hatch Road Anytown, U.S.A. 23401	$3.35 per hour	Child Care	Child is now in day care

REFERENCES (GIVE THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN ONE YEAR)

NAME	ADDRESS	BUSINESS	YEARS KNOWN
John Rodriquez	121 Main Anytown, USA	Farmer	6
Ruth Sanders	44 E. Sycamore Anytown, USA	Homemaker	5
Ina Lopez	162 Portland Dr. Anytown, USA	Dept. Manager	2

PHYSICAL RECORD LIST ANY PHYSICAL DEFECTS none

WERE YOU EVER INJURED? no GIVE DETAILS

HAVE YOU ANY DEFECTS IN HEARING? no VISION? no SPEECH? no

IN CASE OF EMERGENCY NOTIFY Mrs. Mary Ortiz, 113 Oak, Anytown USA (428) 555-0101
NAME ADDRESS PHONE #

I AUTHORIZE INVESTIGATION OF ALL STATEMENTS CONTAINED IN THIS APPLICATION. I UNDERSTAND THAT MISREPRESENTATION OR OMISSION OF FACTS CALLED FOR IS CAUSE FOR DISMISSAL. FURTHER, I UNDERSTAND AND AGREE THAT MY EMPLOYMENT IS FOR NO DEFINITE PERIOD AND MAY, REGARDLESS OF THE DATE OF PAYMENT OF MY WAGES AND SALARY, BE TERMINATED AT ANY TIME WITHOUT ANY PREVIOUS NOTICE.

6-9-88 Maria M. Ortiz
DATE SIGNATURE

(DO NOT WRITE BELOW THIS LINE)

INTERVIEWED BY DATE

REMARKS

NEATNESS CHARACTER

PERSONALITY ABILITY

HIRED FOR DEPT. POSITION WILL REPORT SALARY

APPROVED: 1 2 3
EMPLOYMENT MGR. DEPT. HEAD GENERAL MGR.

Writing a Letter of Application

Sometimes you can't apply for a job in person. You might have to apply by writing a letter of application. It's like a resume´ because you:

- Tell who you are
- What job you want
- Where you heard about the job

- Tell about your work experience
- List some of your special skills (things that are related to the job)
- Give details of your education

- Tell the employer when you will call to arrange a meeting to discuss your application.

"Your letter can be like the one that Jeff wrote. Check out the next page!"

1301 Sunnyside
Anytown, USA 23401
June 1, 1988

Mr. John Remming, Manager
K-Mart Store
129 Service Road
Anytown, USA 23401

Dear Mr. Remming,

I am a student seeking a part-time position as a stock person in your department store. I read about the job opening in the Anytown Gazette.

I was employed as a cook for a year and a half at the Dutch Treat Drive-In. My best skills include: part-time supervision of workers, good customer relations, punctuality, and good mathematical abilities. I have also completed helpful courses such as: general business, business math, English and Spanish.

I would appreciate an opportunity to meet with you for an interview, at your convenience. I will call you on Tuesday, June 14, between the hours of 9:00 and 11:00 A.M. to set up a time to meet and discuss my application. Thank you for your attention.

Sincerely,

Jeff Jennings

P.S. My resume' and references are included.

Interviews

An interview is talking with someone who has the power to hire you. Pay attention to these rules and be prepared!

- **LOOK RIGHT!** Have clean hands and nails; no far-out hairdos, make-up or heavy perfume; shoes polished, conservative colors and styles of clothing. Even if it's a place where the employees wear special clothing, like uniforms:
  Guys – Wear pressed slacks and shirt, dress shoes and dark socks.
  Girls – Wear a simple dress or skirt and blouse, no fancy jewelry or crazy shoes.
  Remember... Wear clothing that is right for the job. You might be hired on the spot and start work the very same day!

- **GO BY YOURSELF!**

- **BE EARLY!**

- **TAKE WITH YOU:** two pens, your resume', Social Security Card, references and a note pad.

- **LOOK INTO THE INTERVIEWER'S EYES!**

- **SHOW THAT YOU'RE INTERESTED!** Ask some questions at the end of the interview, such as, "Am I the type of person you want to hire for the job?"

- **AT THE END OF THE INTERVIEW, ASK;**
  "When would you like me to call you to find out about the job?"

☞ **BE READY TO WORK IF YOU'RE ASKED!**

Questions to Expect

- What jobs have you held and why did you leave?
- What are your special skills or abilities?
- What are your strengths and weaknesses?
- What are your short and long term goals?
- Why should we hire you?
- What do you know about our company?
- How long do you expect to work here?
- What kind of salary do you expect?
- *What would you do if...*
  Some interviewers will create imagined situations to learn about an applicant's knowledge of the job, character and common sense. For example you might be asked, "What would you do if your employer asked you to do something that is wrong?"

"If you write out your answers to these questions and then practice–until you know them by heart–interviews are a snap!"

Tough Questions / Good Answers

"You won't be caught off guard if you are ready to answer these questions with honest and carefully thought-out answers."

Q Have you ever been fired?
A Answer honestly without saying anything negative about your former employer.

Q Do you know anything about this company?
A "I've heard it's a good place to work because the employees are treated fairly," or, "I know that you have a good reputation in the community."

Q What kind of work are you looking for?
A "I've applied for the job as a stock person in your department store."

Q What do you expect as a starting salary?
A "Whatever you normally pay someone with my experience."

Q Why don't you tell me something about yourself.
A "Would you like to know about my past work experience?" (After the interviewer says, "Yes", call on related experiences by saying, "In my last job at the Dutch Treat Drive-In, I supervised workers, stocked shelves, took inventory and helped with the customers."

Q What is your strongest qualification for the job?

A "I am able to get along well with co-workers. Sometimes at the drive-in where I last worked, I was asked to take charge when the owner needed to leave. I had to assist the other workers and make sure that they did their jobs."

Q What do you plan to do in a few years?

A "I plan to improve my skills in my work and hopefully advance to positions requiring more and more responsibility."

Q Do you have good reading and writing skills?

A If these are weak areas for you say, "I can do these things well enough to do the job."

Q Why didn't you finish high school?

A "I was having a little trouble in school and decided it would be better to quit and get a job. I realize that it was a mistake and I am planning to finish my education."

Q Have you ever been in trouble for drugs or with the law?

A If the answer is yes, you might say something like, "I realize that what I did was wrong but now I am looking forward to finishing school;" or, "I am working hard to improve my skills for a good job."

"Reassure the interviewer that goofing off and getting into trouble are behind you!"

Why You Didn't Get the Job...

- Late for the interview
- Friend or relative came with you
- Poor personal appearance
- Gum chewing or smoking
- Sloppy application
- Limp handshake
- Didn't look interviewer in the eye
- Lacked enthusiasm, confidence, sincerity
- Didn't ask questions or show interest in the job
- Indefinite response to questions
- Never heard of the company
- Lacked purpose or goals, not planning for a career
- Used poor grammar
- Not able to take criticism
- Clear dislike for school
- Poor attendance at school
  (Some employers have actually been known to call the attendance office to check records.)
- Want job only for a short time
- Training or experience wasn't enough for the job

"Always send a thank you letter or note to the job interviewer—even if you didn't get the job!"

How Gary Talked Himself Out of a Job

Maria: *You know, Gary interviewed for a part-time stock person's job. He didn't get it though.*

Jeff: *Too bad, but knowing Gary, I'll bet the interview went something like this...*

Interviewer:	Good afternoon, Gary. Won't you sit down?
Gary:	Yeah, OK...
Interviewer:	You're here about a part-time stock clerk job, aren't you?
Gary:	Yeah, I heard about it in the paper.
Interviewer:	Are you interested in department store work? This job is a training position for someone who can work full-time later and grow into other jobs.
Gary:	Yeah, I want a job like that, I guess.
Interviewer:	Could you begin to work full-time when school is out?
Gary:	Uh, I don't know.
Interviewer:	I see, how much an hour do you expect to make?
Gary:	I don't know for sure.
Interviewer:	Well, we don't have anything for you right now, Gary. But if we do, we'll get in touch with you.
Gary:	That's cool...OK.
Interviewer:	Good-bye.

Maria: *I see what you mean. Gary used poor grammar and had no definite plans for the future.*

Jeff: *Yes, his general attitude lacked enthusiasm.*

Ways To Find Jobs

Interview someone already doing the job. Ask for advice and for someone else to interview. It's called a referral.

THE BEST WAY!

Ask friends, parents, and other adults.

Check the yellow pages for leads... and the help-wanted ads.

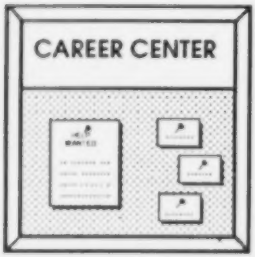
Ask the person who does the hiring!

Large companies usually have a personnel department. Ask to speak to the personnel manager.

Ask at the Post Office about federal government civil service jobs.

Use agencies like your State Employment Development Department.

The government has training and placement centers. Ask a school counselor.



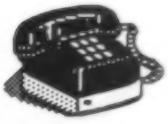
Use the telephone to make job inquiries and arrange appointments.

...OR

Make a job for yourself. Maybe there's a particular job you would like to do...

ASK!

Telephone Checklist



"I like to use a telephone checklist whenever I have to make an important call, especially when I am finding out about a job! It helps me remember to say the right things!"

	YES	NO
1. Did I say why I called and remember to give my name?	❑	❑
2. Did I ask to speak to the person that is in charge of hiring and write down the name?	❑	❑
3. Did I ask when the application deadline closes?	❑	❑
4. Did I ask for an interview or the best time to come in to fill out an application?	❑	❑
5. Did I ask for the location and business hours of the hiring office?	❑	❑
6. Did I ask about the job qualifications, salary, and working hours?	❑	❑
7. Did I use a courteous voice?	❑	❑
8. Did I remember to say thank you?	❑	❑

Talking with Workers About Your Career

Learning more about different jobs will help you decide what you really want to do. Meeting workers can help you find the right job for you!

1 Send a Letter of Introduction

Use the yellow pages in the telephone book to help you find a worker to interview. It's easy! The following letter will help you ask for an appointment.

113 Oak Street
Anytown, USA 23401
June 3, 1988

Mr. John Jones, Manager
Prairie Flower Restaurant
121 East Shaw Road
Anytown, USA 23401

Dear Mr. Jones,

I have learned that your restaurant has been in business in Anytown for fifteen years. My neighbors say that you have good food and good service.

I am exploring restaurant management as a possible career. I would like to meet you because you are respected in your field. Your experience could help me learn more about restaurant management.

I am not seeking a job with you at the present time. I am only interested in having a few minutes of your time to get information and advice. I will call you on Monday, June 13, between 9:00 and 11:00 A.M. to arrange a meeting time that is convenient for you. Thank you for your attention.

Sincerely,

Maria Ortiz

Plan to call about 10 days after you mail your letter. Be sure to call exactly when you said you would so that you make the best impression. *(Review the Telephone Checklist on page 20.)*

2 *Meet and Ask Questions*

Remember to look directly into the other person's eyes. Listen carefully and ask if you may take notes.

Questions to Ask:

- What do you like or dislike about your job?
- What's a typical day like?
- What kind of education/training or experience will I need to get started?
- What kind of future does this career have?
- What are some related jobs that I might do?
- **Who else should I talk to?** Ask for the name and location of another worker you can talk to. This is very important! It is how you can get started building your *network of contacts.*

3 *Write Your Interview Record*

Wait no longer than 5 minutes after the interview to fill out this report. Use the notes you took during the meeting. Keep your reports for future reference.

Interview Record Date_____

Name of the business or company and the address:

Name, title, and business phone of the person you interviewed:

What the person was like:

Important information you learned:

Your follow-up plan:

Referrals:

4 *Send a Thank You Letter*

This should be written and mailed no later than the day after the meeting. Here is an example of what the body of Maria's letter said:

Dear Mr. Jones,

Thank you for the valuable time you spent with me yesterday. I received some very helpful information. I am going to follow-up on your suggestion that I contact Mr. Tom Smith at the Holiday Restaurant to get more information about restaurant management.

I appreciate your interest in me and thank you again for your help.

Sincerely,
Maria Ortiz

P.S. My resume´ is enclosed.

5 *Send a Letter to a Referral*

Use Maria's letter to Mr. Smith requesting a meeting to write a letter to your referral(s).

113 Oak Street
Anytown, U.S.A. 23401
July 2, 1988

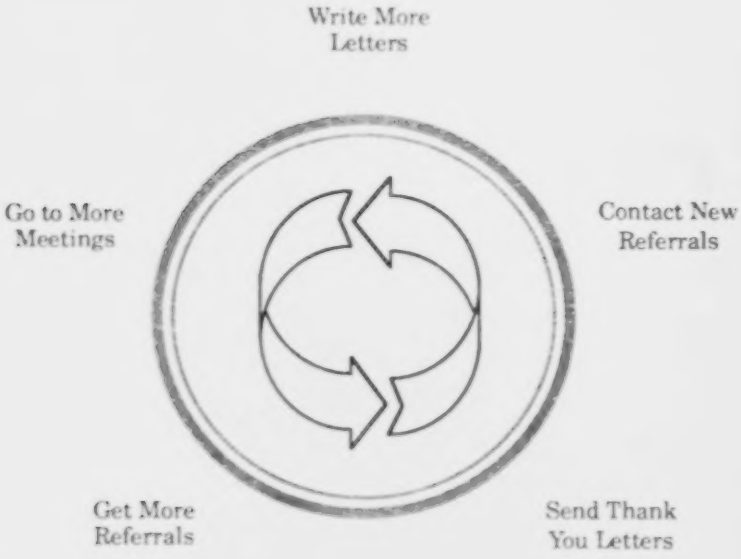
Mr. Tom Smith, Manager
Holiday Restaurant
42 9th Street
Anytown, U.S.A. 23401

Dear Mr. Smith,

Mr. Jones, manager of Prairie Flower Restaurant, suggested that I contact you. I am exploring restaurant management as a possible career, etc.

The rest of the letter is the same as Maria's letter on page 21, except for the date you'll call to set up a meeting.

6 *Build Your Network of Contacts*



You are building a network of contacts and in the process you are:

- Finding out about careers that might be right for you
- Making new contacts in the business world
- Gaining valuable experience and confidence by meeting people

"Who knows–maybe one of your new contacts will be impressed with you and offer you a job! It happens..."

Starting a New Job!

Things You Should Know

- Name and phone number of your supervisor
- Days and hours of your work schedule
- Who to call at work in case of illness, emergency, or unavoidable lateness
- Who to tell if you are injured
- What type of clothing is most appropriate
- When and where to take breaks
- When and how you will receive your paycheck
- Where to report unsafe working conditions

"Your supervisor should be able to answer most of these questions and help with any problems you might have. Don't be afraid to ask questions!"

You Might Need a Work Permit

In some states, if you are over 12 but not 18 and if you work during school hours, you may be required to fill out a work permit.

You can pick one up from your employer or school counselor. It is a short form that includes your name, address, social security number, etc. It also asks for the name of your new employer.

Your parent or guardian, employer, and a school official must sign it. When it is filed, you will get a final permit to work, which is good for one year.

How Much Will You Make?

• **Gross Pay** is your total salary or wages. It is calculated, for an hourly employee, by multiplying the hours worked times the hourly rate.

• **Net Pay or Take-home Pay** is the amount of your actual paycheck. It is calculated by taking your gross pay minus your deductions. There are several deductions which might be taken out of your paycheck, such as:

- ✔ Federal Income Tax
- ✔ State Income Tax
- ✔ Medical Insurance
- ✔ Union Dues

"Ask your supervisor or school counselor if you have any questions about your paycheck.

Sometimes it is hard to figure out!"

Keeping Your Job

"Here are some important tips that will keep your employer happy and help you develop a good work record."

- **BE PREPARED!**

  Be on time, always! Make sure to take any tools you might need for your job, such as a waitress's apron.

- **SHOW ENTHUSIASM!**

  Friendliness and courtesy come from people who enjoy their work and are proud of the job they are doing.

- **BE MATURE!**

  Tell your friends and relatives that you can't be visited while you are working–same goes for phone calls. Keep yourself busy. When things get slack, create a job, even if it's tidying up your work area.

- **BE PROUD!**

  Take criticism without resentment and try to learn from it. Don't make excuses–chronic excuse makers are rarely believed. Rather, think of ways to do things right!

- **BE COOPERATIVE!**

  Don't expect special privileges. Become part of the team. If you help your co-workers they will help you. Good team players are highly valued by employers.

Evaluations

Your work supervisor will come to know your strengths and weaknesses. Sometime during the year a written evaluation might be made of your work.

Some of the things you will be evaluated on include your:

- Work Habits
- Attitude
- Promptness
- Alertness
- Attendance
- Appearance
- Skills
- Cooperation
- Enthusiasm

If you are doing a good job you will be praised. If you are having difficulties ask your supervisor for help. Follow any suggestions that are made.

Your evaluations will become part of your employment record. They might be used by future employers when considering your application for employment. Remember, your first job affects your employment future.

"Here is a copy of my performance review. It's nice to know what my employer thinks my strong and weak areas are. I hope to increase my rating points on the next review!"

DO YOUR BEST AND YOU'LL BE A WINNER!

PERFORMANCE REVIEW

Employee Name	Date	Rating Scale
Jeff Jennings	1st Review 7-2 2nd Review _____ 3rd Review _____	1=Poor 2=Needs Improvement 3=Average 4=Above Average 5=Outstanding

RATING		
4	Customer Relations	Smiles, is cheerful, polite. Helps customers locate goods in store.
4	Productivity	Works at fast pace. Doesn't waste time.
4	Work Habits	Maintains neat work area. Notices and completes tasks that need doing.
2.	Promptness	Is normally on time. Should return to work more promptly following breaks.
3	Appearance	Clothes, shoes, and hands are clean - hair is neat.
4	Team-work Cooperation	Displays leadership qualities. Works very well with other employees.
3	Job Skills	Takes directions well. Knows where products should be stocked.
4	Attendance	Good - missed only one day in 30, due to illness.

Comments: Jeff is a very responsible employee. He would make a good Assistant Manager Trainee.

Jim Stacy
Manager's Signature

Jeff Jennings
Employee's Signature

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